

**TRANSMITTAL OF FORMAL DRAWINGS**Docket No.  
CHA920030017US1In Re Application Of: **Amitabh et al.**

Serial No.

10/630,392

Filing Date

07/30/2003

Confirmation No.

9419

Examiner

N/A

Art Unit

3622

Invention:

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM WITH COMPLIANCE TRACKING CAPABILITIES**

Address to:

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Transmitted herewith are:

5 sheets of formal drawing(s) for this application.

☒ Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c).*Signature*Michael F. Hoffman  
Reg. No. 40,019  
Hoffman, Warnick & D'Alessandro LLC  
Three E-Comm Square  
Albany, New York 12207  
(518) 449-0044Dated: **March 24, 2004**I certify that this document and attached formal drawings are being deposited on **March 24, 2004** with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450*Signature of Person Mailing Correspondence***Beverly Kehoe Shea***Typed or Printed Name of Person Mailing Correspondence*